



Regional Communications Center

Quarterly Newsletter

2024

**Second & Third Quarter
April - September**

Prepared by:
Director Melinda J Fairbrother-Dyer
Deputy Director Erin Pelletier



Readers,

It is our pleasure as the Director and Deputy Director of Communications, to present to you a glimpse at what is going on at the CCRCC in our quarterly newsletter. The content of this newsletter is very much a group effort from the team here at the CCRCC.

The team at the Regional Communications Center are Cumberland County's FIRST, first responders. This newsletter is intended to provide our partnering agencies with some important quarterly statistics but also to help better involve our very own partners in the community a bit on who we are, what we stand for, and what roles we play in the public safety world.

If you have thoughts or suggestions for the next edition of our quarterly newsletter, please send them to:

Melinda at mjdye@cumberlandcounty.org or Erin at epelletier@cumberlandcounty.org.

Thank you for taking the time to review some of the important work this team of silent heroes does on the daily.

Respectfully,

Melinda & Erin

Promotion Spotlight

The Cumberland County Regional Communications Center is proud to announce that Communications Supervisor Erin Pelletier has been promoted to the position of Deputy Director.

Erin has been a dedicated member of the CCRCC since 2012; serving as Lead ESU Team Dispatcher, Field Training Officer, Peer Support team member, and Liaison for the Law Enforcement Working Group.

Erin prides herself on employee wellness; both physical and mental. Her dedication to the team and the 911 profession is evident in everything that she does. Erin is a leader not only in title but in the way she conducts herself – The example she sets challenges others to set and meet a high standard.

When not at the CCRCC you can find Erin attending her sons soccer games, exploring the outdoors with her Partner and their dogs, and training Jiu Jitsu.

Please join us in congratulating Deputy Director Pelletier!



**Deputy Director
of Communications**

Erin's Contact info

epelletier@cumberlandcounty.org

Office: 207-892-3245



EMPLOYEE OF THE 2ND QUARTER



MELISSA MEDINA

Melissa Medina has been recognized by her peers, supervisors and management as CCRCC's Employee of the Quarter for April-June 2024. From day one, Melissa has worked hard and gave all she could give to first learn the job and then to keep learning and growing.

Melissa always strives to learn more. She's always engaged and looking for more information. Her willingness and eagerness to learn goes a long way and has not gone unnoticed. Melissa has taken on the challenge of becoming a Quality Assurance Specialist for both EMD & EFD. Melissa takes the time to thoroughly review calls and provide comprehensive and detailed feedback to ensure staff understand the "whys" behind it all. Lead QA Specialist and Supervisor Rachel Bicknell sent out an example of a call that Melissa reviewed to other QA Specialists to look at so they could see the appropriate way to Q a call and give constructive and detailed feedback.

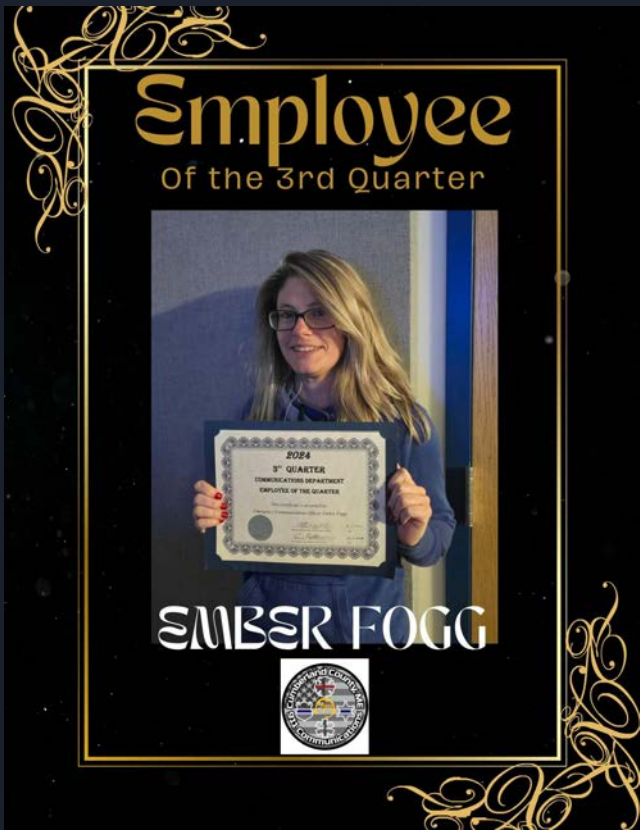
Melissa has also taken on the role of learning the in's and out's when it comes to NCIC and validations. This role shows that Melissa has a great attention to detail and is able to manage multiple tasks in a timely manner. Additionally, Melissa also took a leap of faith and decided to move to a day shift in order to improve her skills as a dispatcher even more

Melissa is always the first person to volunteer to help out with a project or a committee. She can always be counted on to offer herself up for tasks and is reliable and timely with anything she commits herself to.

Melissa's dependability, growth mindset and positive attitude are what make her the perfect candidate for Employee of the Quarter.

Communications Department

2024



The CCRCC is proud to announce that the Employee of the Quarter for July-September 2024 is presented to Communications Officer Ember Fogg. Ember has put in a significant amount of work to reach her professional goals over the past year and it does not go unnoticed by her peers and supervisors alike. Ember has gone above and beyond to prove her dedication to this agency and to improve herself. She has pushed herself on a daily basis. Ember has always been a strong law dispatcher, but she stepped up and stepped out of her comfort zone to focus on her Fire and EMS dispatching skills and is now an equally strong Fire Side dispatcher. Now, Ember is frequently found voluntarily at the NCIC desk, working to improve her skills with warrants and NCIC as a whole.

Ember is that employee who is willing to work any desk that you ask her to, and always willing to help. If it's a busy night and someone needs assistance getting tasks done you can always count on her to immediately step up and take extra things on. Ember has recently taken on the challenge of working on becoming an FTO as well as becoming a member of the CCRCC's CISM team. She has also recently accepted a role as a mentor to some of our newest co-workers, helping them acclimate to their newly assigned shifts and roles. Through hard work and dedication, Ember has proven herself to be a strong and dependable member of this team, who is incredibly deserving of this award. Ember, we are proud of you and excited to see what you continue to do here!

April 2024 New Hire.....



I'm Kaleigh! Born, raised and still reside in Cumberland County. I have a medical assisting degree but previous to applying at the CCRCC I had been working as a special education preschool teacher. My passion to help others has always been there. That passion significantly increased when I became sick a few years back. At that time a calm, kind and loving voice (now proudly a co-worker of mine) helped my kiddos to save my life. Once well, my questions became my reality and the rest is history. My favorite season is fall and you will catch me at the field. My husband coaches in his spare time and both my 14yo son and 9yo daughter play tackle football. We enjoy fishing, apple picking and going to the races. Looking forward to getting to know everyone and start my forever career :)



The CCRCC is proud to
welcome long time
employee
Nicole Dexter to the
CCRCC Supervisory Team.
June 3, 2024

Supervisor

**NICOLE
DEXTER**



NICOLE

My name is Nicole Dexter. I am from a small town in western New York. I moved to Maine in 2009, and absolutely love it here.

In 2010 I attended the MCJA reserve academy and was certified as a Reserve Officer. During that training I visited a local 911 center and was immediately interested in the career. In 2014 I was hired here and haven't looked back. I have taken on many roles at the CCRCC to include being an ESU tactical dispatcher, Certified Training Officer, and a member of our Quality Assurance team.

Outside of work most of my time is spent with my 2 kids, Harvey and Vada. Together we enjoy fishing, going to amusement parks, sporting events, going to the movies, and long car rides to NY to visit family.



Promotion Spotlight

The CCRCC is proud to welcome Brynn O'Connor to our Leadership Team.

July 29, 2024



SUPERVISOR BRYNN O'CONNOR



BRYNN

MY NAME IS BRYNN O'CONNOR AND I STARTED MY CAREER AT CUMBERLAND COUNTY RCC IN FEBRUARY OF 2015. I WAS RAISED IN OXFORD COUNTY AND GRADUATED FROM OXFORD HILLS IN 2011. SHORTLY AFTER GRADUATING HIGH SCHOOL I MOVED TO FLORIDA TO PURSUE MY DREAM OF WORKING AT THE WALT DISNEY WORLD RESORT. EVENTUALLY I MADE MY WAY BACK TO MAINE AND SPENT MANY YEARS COACHING COMPETITIVE AND RECREATIONAL GYMNASTICS AT AUBURN LEWISTON YMCA AND OXFORD HILLS GYMNASTICS. IN 2015 I GRADUATED FROM CENTRAL MAINE COMMUNITY COLLEGE WITH MY DEGREE IN BUSINESS ADMINISTRATION AND MANAGEMENT. IMMEDIATELY UPON GRADUATING FROM COLLEGE, I APPLIED TO WORK AT CCRCC.

OVER THE YEARS I HAVE BEEN OBSERVING, TAKING NOTES, AND TRAINING, IN ORDER TO MAKE MYSELF THE BEST DISPATCHER I CAN BE. I HAVE TAKEN ON SEVERAL ROLES OVER THE YEARS AS I LOVE CONTINUING TO LEARN AND GROW. I AM A FIELD TRAINING OFFICER, QUALITY ASSURANCE SPECIALIST FOR BOTH MEDICAL AND FIRE CALLS, AND A PART OF THE TAC TEAM. AS A TRAINER I HAVE ALWAYS LOVED BEING ABLE TO TEACH PEOPLE NEW THINGS AND WATCH THEM GROW. I HAVE BECOME VERY PASSIONATE ABOUT THIS CAREER AND AM EXCITED TO TAKE ON THE ROLE AS A SUPERVISOR AND PASS ON THE KNOWLEDGE THAT I HAVE LEARNED.

WHEN I AM NOT AT WORK I SPEND MY TIME WITH MY HUSBAND, SGT. DENNIS MAILMAN FROM CUMBERLAND COUNTY SHERIFF'S OFFICE AND OUR TWO BEAUTIFUL GIRLS. A MAJORITY OF OUR TIME IS SPENT ON THE WATER AT VACATIONLAND CAMPGROUND IN HARRISON WHERE MY MOTHER HAS A SEASONAL CAMPER. I ALSO HAVE A LOVE FOR ART OF ANY KIND AND SPEND MY TIME IN THE WINTER SKIING.

Promotion Spotlight

The CCRCC is proud to
welcome
Holly Philbrick
to our
Leadership Team.

July 29, 2024



SUPERVISOR HOLLY PHILBRICK



HOLLY

My name is Holly Philbrick. I grew up and have lived the majority of my life in York County. In early 2018 I earned my Bachelor of Science in Criminal Justice with a focus on Law Enforcement, which came with the opportunity for an internship with the Saco Police Department. During that internship, I was introduced to 911 dispatch, which had never crossed my mind as a career destination - and I absolutely loved it. I worked my first five years of 911 emergency dispatch with Saco, before moving to Cumberland County Regional Communications Center in April of 2023 when I was ready for more challenges and more opportunities.

In my six years of 911, I have been first and foremost a call taker and dispatcher. 911 is a humbling, yet rewarding career. I have learned so much, of course from my formal training - but also from the very human nature of this job. Over these six years, I have been fortunate enough to also become a Communications Training Officer, a member of the CCRCC Quality Assurance Team, a member of the CCRCC TAC Team, and Union Shop Steward (currently Union Vice President). I am incredibly proud to have recently earned the NENA Emergency Number Professional (ENP) certification. I hold the belief that we - especially in Public Safety - should never stop trying to improve ourselves and we should always strive to hold ourselves to the highest standard, which is part of what pushed me to become an ENP.

When I am off the clock, I am also known as "Mom" to three amazing kiddos, and I am also the wife to my partner, Beth. I can usually be found at one of many sports events for one of the kids, whether it be cheering, soccer, or wrestling. And in the off-season I can usually be found with the family, swimming at the lake or playing rounds of Fortnite Battle Royale with my kids. I am excited and proud to have the opportunity to serve this community in my new role as a shift supervisor at the CCRCC. I have enjoyed my time so far serving Cumberland County in my capacity as an Emergency Communications specialist, and I am looking forward to joining the leadership team we have here.

20 YEARS OF SERVICE!!!



SCOTTIE FRANKLIN

We are excited to announce Scottie's commitment as we celebrate her 20 years of service at CCRCC. We are proud to have her as part of our work family as she sets an example of what dedication truly is. Through the years her leadership, encouragement and training have helped so many succeed.

Congratulations on this milestone and may you continue to inspire us and our community for many years to come!



Emergency Number Professional July 2024

Congratulations to our very own, Holly Philbrick on becoming one of the state's newest ENPs! Emergency Number Professional Certification demonstrates broad competence and commitment to the 911 profession.

By National Emergency Number Association standards, by successful obtaining this certification, Holly has demonstrated the following:

- Mastery of the comprehensive knowledge base required for emergency number program management.
- She will help to raise industry standards and increase the respect and prestige of those involved in 9-1-1.
- She is commitment to the 9-1-1 profession by showing herself to be a leader in public safety and pledging herself to stay aware of current issues and developments in the field.

It is a privilege to have our agency lead by some of the most professional and self-motivated public safety members!

Congratulations to
Maine's Newest
ENPs

**JESSICA MILLIKEN,
DPS - HOULTON RCC**

&

**HOLLY PHILBRICK,
CUMBERLAND COUNTY RCC**

September 2024 New Hire.....



Hi, my name's Emma and I am 18 years old. I wanted to choose a path in public safety and that's what brought me to dispatch! When I am not working, I am usually out with my boyfriend Ryan, either kayaking when it's warm outside or shopping. An exciting fact about me is I just became an aunt! I am very excited to work with everyone here and learn new things.

September 2024 New Hire.....



Hello, my name is Kara and I am the elder member of the Fab 5 group. I recently retired from L.L.Bean after working there for over 25 years. I answered calls for help from internal reps and customers for just about anything L.L.Bean related. I am looking forward to carrying over those skills into being a dispatcher.

My daughters have recently moved out of the home, so in my spare time I am able to spend loads of quality time with my adorable dog, Nutmeg.

I have lived in Windham for over 30 years and am excited to join the CCRCC family and serve this community!



September 2024 New Hire.....



Hello everyone! I'm Kendra - a Mainer that loves spending the summer and fall season on a beach or hiking a mountain. In the winter and spring you can find me baking or watching scary movies. I live with my 2 cats, Sid and Lucy, and boyfriend, Joe. I graduated with my Bachelors in Psychology in 2017 and have always had a passion for the mental health field. I find joy in helping others and am looking forward to the opportunities and experience this new role will bring.

September 2024 New Hire.....



Hey ya'll my name is Tenisha Bryant, I live in Poland, Maine but originally from Memphis, TN.

I live in Poland with my husband, 3 step-daughters and mini poodle. I love binge watching all my fav tv shows, going holiday décor shopping and I'm newly an outside girl. I have always loved helping others which led me to dispatching and I'm so honored to be a part of the team.

Elle Woods once said, " I feel comfortable using legal jargon in everyday life," and I have been ASSGN to the job and ARRVD on scene. Thanks for having me!

September 2024 New Hire.....



Hey! My name is Jaimee Gammon. I grew up in Limington, ME and graduated from Bonny Eagle High School. I've played for the Maine Mayhem Women's Football team for 8 seasons and coached the Gorham Tikes (1st and 2nd grade) football team for 6 seasons. If you see dog hair on my clothes it's because I have a one year old yellow lab at home, named Jack, that thinks he's a lap dog (he weighs 90lbs). My past experience with public safety was working as a corrections officer at LCYDC. I also have about 5 years experience working in HVAC, so I enjoy working on projects around the house. I am very excited to start my career at CCRCC!



UNIVERSITY OF
SOUTHERN MAINE

PORTLAND • GORHAM • LEWISTON • ONLINE

Public Safety

usm.maine.edu/police

The Cumberland County Regional Communications Center and the University of Southern Maine Gorham and Portland Police partnered in August 2024. The CCRCC now provides Emergency Dispatching for the Police Department and provides critical support to the day to day emergency call handling.



CUMBERLAND COUNTY, ME

Congratulations, and thank you!

to Cumberland County Regional
Communications Center Director



Melinda

Fairbrother-Dyer

The 2023

Maine Dispatch Director of the Year!

Maine NENA
2023

911 Director of the Year

There is no greater professional achievement than to be nominated by your co-workers and then selected by your industry peers for this type of recognition. It's an honor to work beside some of the finest 911 professionals.





Annual Wellness Check Reminder for ALL Patrol, Corrections, and Dispatch Staff.

Questions or to Schedule

- Call or Text: 207.200.4112
- Email: lhample@midcoastcounselinggroup.com
- Visit my website: www.midcoastcounselinggroup.com

*First Responder wellness is a
journey worth travelling.
Find your balance of self, family and career.*



OUR MISSION

To prioritize a culture of health and wellness for first responders and support staff at Cumberland County by providing every employee with direct, confidential resources and personal services to help build a healthy personal and professional life.



The Empower 5K is a virtual event with the goal to get everyone in 911 across the country moving! And because it's so hard sometimes, it's best to do it together. You can run or walk, outside or indoors, all that matters is that you move.

Supervisor Stephanie Minott represented herself, the CCRCC, and Maine 911 at this year's 5K !!



2024 National Night Out



Total Calls ALL Towns	April	May	June
Law Cases	6,697	7,348	7,398
Fire / EMS	2,272	1,543	1,751
Animal Cases	249	342	341
Total Calls	9,218	9,233	9,490
9-1-1 Call Volume	2,835	2,834	3,228

Total Calls ALL Towns	July	August	September
Law Cases	7,895	7,503	7,257
Fire / EMS	1,839	1,718	1,582
Animal Cases	329	372	346
Total Calls	10,063	9,593	9,185
9-1-1 Call Volume	3,506	3,131	2,877

Total Law Incidents by Town	April	May	June
Baldwin	136	136	148
Bridgton	521	628	693
Casco	313	269	227
Chebeague Island	1	12	37
Cumberland	493	603	533
Frye Island	0	56	95
Gorham	1116	1074	1100
Gray	522	566	498
Harpswell	397	459	434
Harrison	148	221	232
Long Island	1	0	74
Naples	430	539	516
New Gloucester	244	274	213
North Yarmouth	68	73	62
Pownal	33	46	39
Raymond	260	287	394
Sebago	105	87	120
Standish	525	737	626
Windham	1384	1281	1357
Total	6697	7348	7398

Total Law Incidents by Town	July	August	September
Baldwin	123	101	97
Bridgton	697	701	604
Casco	271	250	197
Chebeague Island	44	52	8
Cumberland	493	520	690
Frye Island	100	75	57
Gorham	1206	1066	1082
Gray	492	499	474
Harpswell	486	521	452
Harrison	237	199	154
Long Island	89	86	10
Naples	652	633	546
New Gloucester	205	188	205
North Yarmouth	104	81	91
Pownal	34	29	41
Raymond	302	297	304
Sebago	116	106	94
Standish	542	633	726
Windham	1702	1466	1425
Total	7895	7503	7257

Total Fire Incidents by Town	April	May	June
Baldwin	29	11	14
Bridgton	121	31	59
Casco	95	64	87
Chebeague Island	4	7	9
Cumberland	141	102	139
Frye Island	0	3	5
Gorham	322	282	318
Gray	220	149	123
Harpswell	76	68	75
Harrison	56	30	46
Long Island	3	1	8
Naples	87	75	89
New Gloucester	127	53	51
North Yarmouth	56	29	31
Pownal	35	11	8
Raymond	118	88	97
Sebago	57	37	43
Standish	254	192	192
Windham	471	310	357
Total	2272	1543	1751

Total Fire Incidents by Town	July	August	September
Baldwin	10	8	6
Bridgton	53	37	24
Casco	96	88	61
Chebeague Island	12	16	6
Cumberland	137	114	146
Frye Island	19	12	5
Gorham	309	295	297
Gray	162	145	123
Harpswell	94	93	70
Harrison	38	45	27
Long Island	9	3	9
Naples	107	90	87
New Gloucester	67	37	61
North Yarmouth	47	33	43
Pownal	21	18	12
Raymond	109	98	86
Sebago	42	48	31
Standish	195	207	171
Windham	312	331	317
Total	1839	1718	1582

Total Animal Complaints by Town	April	May	June
Baldwin	4	11	14
Bridgton	14	21	18
Casco	12	15	18
Chebeague Island	0	0	0
Cumberland	24	25	19
Frye Island	0	0	0
Gorham	34	50	56
Gray	16	28	20
Harpswell	7	15	13
Harrison	12	10	7
Long Island	0	0	0
Naples	8	15	23
New Gloucester	12	12	11
North Yarmouth	9	10	19
Pownal	1	4	1
Raymond	18	12	20
Sebago	4	7	10
Standish	30	35	28
Windham	44	72	64
Total	249	342	341

Total Animal Complaints by Town	July	August	September
Baldwin	5	12	7
Bridgton	29	38	33
Casco	22	39	29
Chebeague Island	0	1	0
Cumberland	19	11	18
Frye Island	0	0	0
Gorham	43	42	49
Gray	24	23	27
Harpswell	12	30	25
Harrison	9	9	7
Long Island	0	0	0
Naples	27	27	15
New Gloucester	14	8	9
North Yarmouth	15	8	18
Pownal	2	3	0
Raymond	13	22	10
Sebago	5	3	2
Standish	27	26	49
Windham	63	70	48
Total	329	372	346

Quality Assurance

The CCRCC works very hard to maintain a high level of quality in the work that is done by the members of the organization. The CCRCC has developed a program to measure this Quality throughout the agency on a daily, monthly, yearly basis.

Case Reviews	April	May	June
Law Case Reviews	56	48	57
Self QA	37	41	35
EFD Case Reviews	55	57	56
EMD Case Reviews	103	100	100
Monthly NCIC Validations	60	48	50
Missing Person Reviews	14	36	25
9-1-1 Average Ring Time	8 seconds	7 seconds	7 seconds

Quality Assurance

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Case Reviews	July	August	September
Law Case Reviews	45	44	57
Self QA	37	34	35
EFD Case Reviews	63	57	55
EMD Case Reviews	112	111	103
Monthly NCIC Validations	58	60	67
Missing Person Reviews	25	21	21
9-1-1 Average Ring Time	8 seconds	7 seconds	7 seconds

Grief & Grace: Lessons for First Responders

APCO: Fundamentals of Tactical Dispatch (40 Hour course)

Assisting Individuals in Crisis / Group Crisis Intervention

911der Women - Domestic Violence Calls for service workshop

Responding to & Investigating Bomb Threats and Swatting calls

EMD Refresher / ED-Q Review

Active Violence call considerations for Dispatchers

APCO: Fire Service Communications (40 Hour Course)

911 Train the Trainer

Interactions & de-escalation of individuals on the autism spectrum

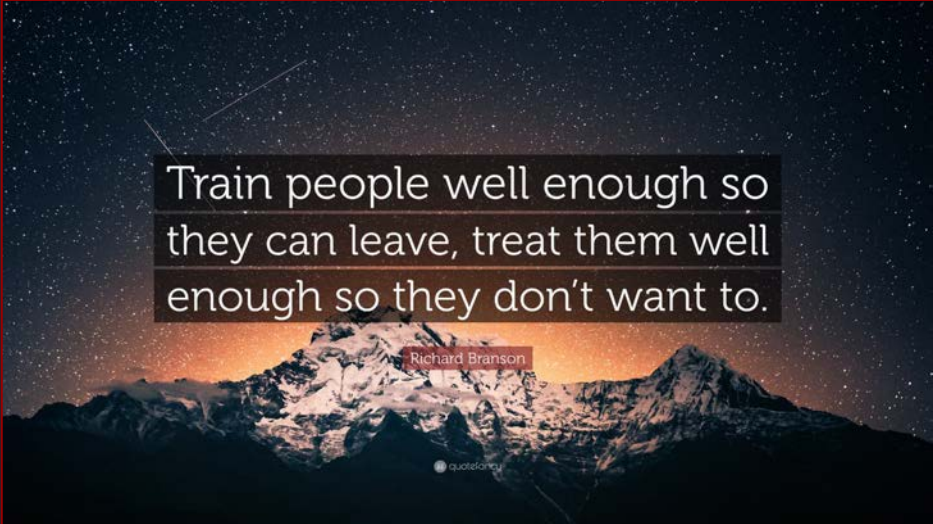
APCO: Certified Training Officer

Unconventional Leadership for Unconventional Times

Lead with Influence

Our staff have been busy training our new hires but also honing their own skills.

We continue to seek the balance of work and life through highly trained and competent employees to serve our communities.



Train people well enough so they can leave, treat them well enough so they don't want to.

Richard Branson

© Quotefancy

Center Manager Certification Program

NENA's Center Manager Certification Program (CMCP) is designed to equip recently-hired, newly-promoted, and aspiring PSAP and 9-1-1 Authority Managers and Supervisors with the tools needed to manage their agency effectively through a rigorous 40-hour course of lecture and lab-based education. In September 21 experts from 9-1-1 centers across the state Maine gathered in Augusta, ME for NENA's CMCP course. These professionals represented their agencies well and had great conversations about today's 9-1-1 centers. Congratulations CMCP class #156!

Cumberland County RCC congratulates our very own

Deputy Director Erin Pelletier and Shift Supervisor Scottie Franklin



On May 16th the US Coastguard invited CCRCC Staff to a search and rescue exercise that was conducted in northern Casco Bay. Coast Guard Sector Northern New England was the lead for the exercise, with many local OGAs participating and with the Chebeague Island Ferry serving as the simulated vessel in distress. The on-water exercise activity occurred between Chebeague Island and the Falmouth Town Landing. Maine Army National Guard launched a helicopter running search patterns in the vicinity of Little Chebeague Island. CCRCC staff got to experience a front row viewing of the exercise. NO 911 calls were simulated during the exercise but the visual experience on what would respond was a great experience for the staff to be witness to.





August 10, 2024

Kayden, Mike and Haylen of our Public Education team were at the Gray Blueberry Festival! They educated the community on what to do when you call 911, handed out lots of prizes and helped community members sign up for CODE RED.

Code Red is a "reverse 911" system that we utilize when we need to reach a large number of citizens in a hurry. By registering with Code Red you will receive notifications of missing persons, armed suspects, inclement weather, evacuation requests and more.

Code Red also utilizes "geo-fencing" and if you are not near home, you may receive messages that are sent in the location that you are visiting.

If you want to stay informed - Follow the instructions below!

How to register for the

CodeRED

Mobile Alert App

Keeping you and your family safe is important. And knowing what to do in the event of an emergency is critical to maintaining that safety. Whether it's a fire, a flood, or a natural disaster, it's essential to know what to do when you need to take action.

CodeRED is a notification service that alerts you to emergencies happening nearby, so you can stay informed and make decisions that will positively impact your wellbeing.

HERE'S HOW IT WORKS

Step 1

Download
Download the free CodeRED Mobile Alert app by visiting the Google Play or App Store and searching for "CodeRED Mobile Alert app".



Step 2

Register
Open CodeRED and create a new registration. Keep in mind this will be a different sign than our desktop version.



Step 3

Settings
Once your account is created, open your settings. Here you can decide what type of alerts you'd like to receive. The alert sound, your preferred warning volume and more. This app will follow you wherever you go and will send you notifications about alerts around you.



Step 4

Weather
Alerts to your settings, you have the ability to adjust how CodeRED weather emergency. These alerts will keep you informed about sudden weather changes and make a difference between life and death.



Step 5

Get help
When you need help, it's important to know how to get it. In the app, there is a link to a "Help" section that provides information on how to use the app and what to do in an emergency. There is also a helpful list of FAQs for any questions you may have.



Helpful Tips

1. From the home screen, press and hold to view off-screen alerts in the corner. This allows you to see updates or other notifications without what is happening.

2. We are optimized not to drain your smartphone's battery. In order for you to be protected, our location services do need to run in the background.

3. Use this app while you travel! If the city you're visiting is a CodeRED customer, you'll be able to receive emergency notifications whenever you're located.

For another convenient way to download your community's free CodeRED mobile alert app, visit our website and download the registration app.



ONSOLVE

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He's all grown up..... Zachary was born and raised here at the CCRCC. His mom, Supervisor Scottie Franklin is our longest tenured staff member (20 years). Zachary was the "only child" here in Dispatch for many years but is now joined by a growing CCRCC family. Zachary has remained a proud member of our public safety family taking on to his new role as a live-in Fire student with the North Yarmouth Fire Rescue. Congratulations Zachary, Scottie, and Dan - you did it !



